

Maryland Health Care Commission

Patient Centered Medical Home Pilot Program Participation Agreement

Whereas, health care costs continue to increase, making it more difficult for individuals, families, and businesses to afford a health benefit plan;

Whereas, the increase in health care costs is, in part, attributable to inadequate coordination of care among providers, difficulties accessing primary care, and a lack of engagement between patients and their primary care providers;

Whereas, in an effort to address these concerns, the Maryland General Assembly directed the Maryland Health Care Commission to establish a medical home pilot program ("Program") in cooperation with a limited number of health providers and insurers;

Whereas, establishing and promoting a range of patient centered medical homes through public and private sector initiatives will help promote the delivery of higher quality health care and will help slow the continuing escalation of health care costs;

Whereas, although primary care practices will incur expenses in establishing a patient centered medical homes ("PCMH"), the services provided through this system of care have the potential to reduce overall medical costs and to improve individual health care outcomes;

Whereas, the Maryland Health Care Commission is required under Maryland law to calculate medical home practice expenses, payments, and savings and to provide an ongoing evaluation of the clinical and fiscal outcomes associated with the Program.

Now, therefore, This Participation Agreement ("Agreement") is entered into by the Maryland Health Care Commission, and the participating insurance carriers and health provider practices (herein collectively referred to as "Parties"), which are identified in Attachment A. In furtherance of this Agreement, the Parties collectively agree as follows:

I. Definitions

1. "Commission" means the Maryland Health Care Commission established under Title 19, Subtitle 1 of the Health – General Article, Annotated Code of Maryland.

2. "Carrier" means an insurance carrier meeting the requirements set forth in Md. Insurance Art. Ann. Code, §15-1201(c) (2____ Repl. Vol.), which has agreed to

participate in the Medical Home Pilot Project and has executed this Participation Agreement.

3. "PPC-PCMH" means the Physician Practice Connections Patient-Centered Medical Home program operated by the National Committee for Quality Assurance ("NCQA") in accordance with standards published at <http://www.ncqa.org/tabid/631/default.aspx>.

4. "Patient Centered Medical Home" has the meaning stated in Md. Health-General Art. Code Ann. § 19-1A-01(f).

5. "Practice" means a primary care practice or federally qualified health center organized by or including pediatricians, general internal medicine physicians, family medicine physicians, or nurse practitioners that is properly incorporated or otherwise organized as a limited liability company, limited liability partnership, professional association, sole proprietorship, or other legally permissible organizational format.

6. "Practice Site" means a specific office location where a Practice provides services to patients in accordance with the requirements of this medical home pilot program.

7. "Program" means the medical home pilot program administered by the Maryland Health Care Commission in accordance with Md. Health-General Art. Code Ann. Sections 19-1A-01 et seq.

8. "ONC" means the Office of National Coordinator for Information Technology, Department of Health and Human Services.

II. General Terms and Conditions

1. The term of this Agreement shall be from _____, 2010 through and including October 1, 2013.
2. In accordance with its enabling legislation, the Commission shall select Practices and Carriers that are willing and able to voluntarily participate in the Program. All such Practices and Carriers that voluntarily execute this Participation Agreement hereby agree to fully abide by the programmatic and fiscal standards set forth herein.
3. In order to participate in the Program, a Practice must establish and maintain the medical home services and capabilities required under the terms of this Agreement. A Practice will be reimbursed by Carriers for medical home services

rendered to insured patients at Practice Sites specified by the Practice and identified in Attachment A in accordance with the procedures set forth herein.

- a. A Practice may identify one or more Practice Sites that will be eligible for reimbursement under this Agreement. Practice Sites may be added or removed from the Program in accordance with the procedures set forth in Appendix E. attached hereto
 - b. A Practice will remain as a participant in the Program so long as it operates at least one approved Practice Site.
 - c. A Practice will not be reimbursed for medical home services at any location that is not an approved Practice Site.
4. Practices and Carriers participating in this Program shall continue to maintain such contractual arrangements and other legal obligations as they deem appropriate to protect their individual interests. Enrollment in the Program does not supersede, terminate, or nullify any existing obligations undertaken by the Parties.
5. Practices and Carriers shall continue to maintain the types and amounts of insurance coverage as they deem necessary to protect their respective interests. Nothing contained herein shall constitute an agreement by the State of Maryland or the Commission to provide legal representation or liability coverage to Practices and Carriers. In particular, the Maryland Tort Claims Act shall not be applicable to nor provide coverage for any action or inaction undertaken by Practices and Carriers under this Agreement.
6. Patient information will be fully protected in accordance with State and federal law. Consistent with this requirement, the Parties agree to execute such agreements and secure such patient consent as may be necessary to implement the Program in accordance with the Commission's enabling statute and the procedures set forth herein. In particular, the Parties agree to take such steps as are necessary to:
 - a. Share utilization and quality information generated by the Program with authorized individuals implementing the Learning Collaborative described in Paragraph 3, Commission representatives, and other authorized individuals who are responsible for Program management and evaluation

III. Maryland Health Care Commission Responsibilities

1. The Commission shall maintain overall direction and control of the Program consistent with the requirements set forth in Sections 19-1A- 01 through 19-1A-05 of the Health-General Article. The Commission shall establish programmatic standards for the Program, monitor ongoing efforts by Practices and Carriers to implement the

Program, clarify the respective obligations of the Parties during the course of the pilot period, and otherwise oversee and direct the Parties' activities during the period covered by the Agreement.

2. Based on consultation with Practices and Carriers, the Commission will:

- a. Establish a starting date for the Program;
- b. Review and approve requests by Practices to include specific Practice Sites for the Program;
- c. Develop the payment methodology that governs Carrier reimbursement of Practices under the Program;
- d. Attribute patients to Practices using the rules defined in Appendix F;
- e. Notify each Carrier in writing (electronic or hard copy) of the Practice's recognition and its recognition level and provide supporting documentation of such recognition in writing regarding the PCMH Fixed Payment amounts due;
- f. Confirm that Practices submit their quality measures and required reports;
- g. Confirm that Practices receive payments from each carrier;
- h. Resolve disagreements between a Practice and a Carrier regarding attribution of patients, payment levels, and other areas of dispute;
- i. Assist Practices in identifying local or regional community resources to facilitate medical home care management for patients;
- j. Perform a Program evaluation in conjunction with Practices and Carriers;
- k. Notify each Carrier in writing of the amount due and payment due dates for each Practice eligible for the Payments specified in Appendix B within five working days of receiving the necessary information upon which payment calculations are based. The notification shall include sufficient detail to support the specified amount due. The Commission may share such information with each participating Carrier. If the Carrier disagrees with any applicable calculation, the Carrier shall disclose the disagreement before payment is made in order that the Carrier and the Commission might resolve the disagreement. The Commission shall have exclusive authority to resolve such disagreements;

- l. Upon receiving notification from a Carrier that the payments specified in Appendix B have been made, the MHCC shall record each payment made by that Carrier to each Practice. If payments are not made within the timeframes specified in this Agreement and/or the amount paid differs from that specified in the MHCC notification documents, the MHCC agrees to work with all Parties in an attempt to resolve the issue, with the MHCC having the exclusive authority to resolve such issues.
 - m. All Parties shall provide the Commission with access to such information and records consistent with relevant federal and state law as may be necessary to facilitate appropriate reimbursement levels and to otherwise monitor and evaluate the Program;
 - n. In the event that the program is generating significant losses to a carrier for a period of more than one year, the Commission will establish a review process for providing relief to the carrier consistent with the magnitude of the losses.
- 3. The Commission in conjunction with Maryland Community Health Resources Commission ("CHRC") shall establish a "Learning Collaborative" to provide assistance to each Practice seeking NCQA PPC-PCMH recognition, implementing NCQA requirements, and making use of a Care Manager.
 - a. The CHRC will provide the Commission with the funds to operate the Learning Collaborative and to contract with "Transformation Coaches" who will assist each Practice in meeting Program requirements;
 - b. Transformation Coaches will provide the following support to each Practice:
 - i. Assist the Practice in establishing a Practice Redesign Team ("Redesign Team") made up of key Practice personnel;
 - ii. Prepare each Redesign Team to actively participate in the Learning Collaborative (from pre-work stages through Learning Sessions) and to otherwise assist the Practice in conforming to the PCMH Model for advanced primary medical care;
 - iii. Provide training and support for a Redesign Team in implementing a patient registry system if the Practice does not have and chooses not to implement an electronic medical record;
 - iv. Perform Practice assessments and work with the Redesign Team to develop a baseline understanding of the Practice and provide the basis on which to develop the Practice redesign plan;
 - v. In conjunction with the Redesign Team, develop an annual implementation plan with goals, timelines, and benchmarks;
 - vi. Communicate with each Practice on key Program components, including performance measures, the use of registries, and the expectations for participation in the Learning Collaborative;

- vii. Provide technical assistance to each Practice in meeting the NCQA PPC-PCMH standards; and
- viii. Assist Practice Teams with understanding and interpreting the PCMH model of advanced primary care.
- c. During the first 12 months of the Program the ratio of Transformation Coaches to Practices shall be approximately 1 FTE Coach per 20 Practices. During the following 24 months, the ratio will be reduced to approximately 1 FTE Coach to 30 Practices.

IV. Practice Responsibilities:

Each Practice participating in the Program shall:

- a. Preserve the confidentiality of all patient information in accordance with applicable State and federal law. Unless otherwise permitted by law, patient information shall not be disseminated to or otherwise shared with any Practice that is not delivering care to that patient or any Carrier that does not hold a health insurance contract with that patient;
- b. Implement the patient centered medical home model in accordance with the standards set forth in this Agreement;
- c. Submit an application for NCQA PPC-PCMH recognition by June 30, 2011, or six months after the start of the Program, whichever ever comes later. Each Practice agrees to achieve NCQA Level 1 recognition ("Level 1+") and to meet the eight (8) NCQA PPC-PCMH elements specified in Paragraph 2 of Appendix B, Payment Methodology. In the event that a Practice fails to achieve Level 1+ recognition by December 31, 2011, and thereafter fails to achieve Level 1+ recognition during the 3 month grace period ending March 31, 2012, the Practice henceforth will no longer be eligible to participate in the Program or to receive the financial support set forth in this Agreement;
- d. After a Practice meets NCQA Level 1+, the Practice thereafter agrees to seek PPC-PCMH Level 2+ ("Level 2+") recognition by submitting an NCQA application by June 30, 2012. In order to achieve Level 2+ recognition, the Practice is required to meet the 5 NCQA PPC-PCMH elements specified in Paragraph 3 of Appendix B;
- e. If a Practice fails to secure Level 2+ recognition, the Commission shall authorize continued payment at Level 1+ rates unless the Commission determines that continued enrollment of the Practice is no longer appropriate;
- f. In the event that a Practice has previously been awarded NCQA PPC-PCMH recognition, the Practice may use that recognition as a basis for meeting the

requirements described in Paragraphs 3 a and b of Appendix B. The Practice shall provide evidence, or authorize NCQA to provide evidence, to MHCC that it meets the 8 required elements under Level 1 + and the 5 required elements under Level 2+ by the dates set forth above. If a Practice has already achieved PPC-PCMH recognition prior to the start of the Program pilot, the Practice shall be paid at the appropriate recognition level after MHCC has confirmed that the Practice has met the required elements for that level of recognition as described in Appendix B, paragraph 3.

- g. If a Practice achieves PPC-PCMH recognition above a Level 1 +, the Practice shall receive Fixed Payments appropriate for that level when the next semi-annual payment is made by a Carrier;
- h. Pay the cost of its own PPC-PCMH application from the Practice's funds or the Fixed Payments provided to the Practice;
- i. Provide information as requested by the Commission, including the provider identifiers issued by each participating Carrier for commercially insured, Medicaid, Medicaid MCOs, Medicare Advantage products, and organizational and individual NPIs for professionals in the Practice;
- j. Provide care management services provided by a designated Care Manager whose responsibilities are set forth in Appendix C;
- k. Agree to the following conditions on the operation of care management at the Practice. A Practice shall apportion at least 35 percent of the "Fixed Payment" to the "Care Manager" position and the remaining 65 percent to "practice support" activities as described in Appendices B and C. Spend all of the Care Management Payments on Care Management Services, and agree not to spend Care Management Payments for any other purpose. Each Practice further agrees to use Care Managers exclusively to provide Care Manager Services and will prohibit Care Managers from performing any other function within the Practice;
- l. Each Practice that has care manager(s) provided by a Carrier shall not receive a "Care Management Payment" from that Carrier for care management. Each Practice agrees that such individuals shall be integrated into their primary care Practice teams and shall be referred to as "Care Managers." Should the employment or the contract of the "Care Manager" terminate subsequent to the initiation of Fixed Payments for Care Management, the Practice shall notify the Commission within five working days of the termination. The Commission will notify each Carrier within five working days of receiving the termination notice and instruct them to suspend future Fixed Payments for Care Management until the Practice informs the Commission of such date that another Care Manager begins working for the Practice on an employed or contracted basis. Should a participating Practice contract with

or hire a Care Manager part-time and utilize the individual as a Practice nurse in another capacity the balance of the time, such Practice will be permitted to do so as long as the Care Management Services specified in Appendix C are provided to all patients assigned to the Care Manager and the Care Manager dedicates the contracted number of weekly hours to performing Care Manager Services;

- m. Report to the Commission on a semi-annual basis on the information specified in Appendix D, "Framework for Care Manager Reporting of Time Spent on Care Management Responsibilities," attached hereto and made a part of this Agreement;
- n. Accept decisions made by the MHCC regarding elements of the Program, including attribution of patients, quality measures and reporting, and payment levels as final and not subject to appeal or further review;
- o. Use the patient registry provided by the Commission unless the Practice has an ONC-certified electronic medical record system capable of meeting the Commission's data requirements;

V. Carrier Responsibilities

Each Carrier participating in the Program shall:

- a. Preserve the confidentiality of patient information in accordance with applicable law and otherwise take such steps as to facilitate the full implementation of the Program;
- b. Not share patient identifiable health care information with any Practice that is not delivering care to that patient or any Carrier that does not hold a health insurance contract with that patient;
- c. Consistent with the requirements set forth in Paragraph 1 of Appendix B, make the "PCMH Fixed Payments" to each Practice as directed by the Commission;
- d. Pay practices within 60 days of receiving the Commission's notification and notify the Commission within five (5) working days, in writing, that payments have been made;
- e. Consistent with guidance issued by the Commission, make the Fixed Payment to each Practice in a lump sum on a semi-annual basis, with each Carrier responsible for the currently enrolled members attributed to that practice. The amount of this payment shall be based on a per patient per month (PPPM) calculation in the amounts and time lines specified in Tables 2 through 4 in Paragraph 3 of Appendix B;
- f. Subject to approval by the Commission, "Fixed Payments" shall begin no earlier than April 1, 2011 provided that a Practice has:
 - i. Implemented 24-7 patient access at the Practice Site with a Practice clinician;

- ii. Hired or contracted with one or more individuals who will perform all services specified in Appendix C, Care Manager Roles and Responsibilities;
- g. If a Practice terminates its relationship with a Carrier before the initiation of the Program or at any time during the 3-year Program pilot, the Carrier shall have no obligation to pay the Practice any fixed payment amounts due prospectively under this Agreement;
- h. Share 50 percent of the savings generated by a Practice with that Practice so long as the Practice has met threshold performance levels specified in Paragraph 5 (“Incentive Payments”) of Appendix B. The amount of Incentive Payments will be determined based on the number of quality criteria met, as specified in Paragraphs 5 and 7 of Appendix B;
- i. Incentive Payments will be paid no later than 180 days after the close of the calendar year and will be subject to the termination clauses set forth in Paragraph IX of this Agreement, so long as the Practice meets all qualification requirements for Incentive Payments;
- j. Each Carrier agrees to pay each Practice specified in the Commission’s notification document all amounts due within 30 days of receiving the notification document from the MHCC and to return to the MHCC a written acknowledgement within five working days of making the payments that such payments have been made;
- k. In addition to payments made under this Agreement, each Carrier may continue to implement any pay-for-performance arrangement established with a Practice;
- l. Each Carrier agrees to accept decisions made by the MHCC regarding elements of the Program, including attribution of patients, quality measures and reporting, and payment levels as final and is not subject to further appeal or review.

VI. Program Monitoring and Evaluation

1. Each Practice and Carrier agrees to the following conditions governing collection, reporting, and sharing of information in the Program:
 - a. Consistent with applicable confidentiality and privacy requirements, the Practice shall collect and monitor specified health care process and outcome data on its population of patients for incentive reward computation, quality improvement, and evaluation;
 - b. The Practice agrees to share de-identified quality improvement data with other Practices participating in the Program as directed by the Commission;
 - c. Each Carrier and each Practice shall collect and monitor specified health care process and outcome data over the entire 3-year Pilot period as directed by the Commission;
 - d. Subject to the requirements of the Public Information Act, individual Practice performance data will remain confidential;

- e. Carriers and Practices will provide specified data regarding the performance of the participating Practices in order for the Commission to conduct a Program evaluation. This evaluation may include data from a matched group of non-participating practices that will serve as a control group for Program evaluation purposes. The Commission will determine the type of information required for the Program evaluation, which may include claims data-based calculations of cost, utilization and quality; and may be supplemented by other electronic data (e.g., laboratory and pharmacy), as well as chart-extracted data for HEDIS-based and HEDIS-like measures, where available;
- f. Carriers and Practices shall submit requested data to a Program evaluator who shall maintain the confidentiality of the data in accordance with applicable law.

VII. Provider Composition Requirements

- 1. Practices and Carriers agree to the following conditions governing the composition of health care providers who will staff a Practice:
 - a. Practices shall maintain such staffing and ancillary resources as are necessary to establish and maintain the applicable level of NCQA recognition;
 - b. Practices may change staffing arrangements in accordance with Appendix E, Policy Concerning Practice Changes in the Maryland PCMH Program;
 - c. In the event that additional physicians join the at Practice any time after the first Learning Collaborative Session has been held such that the count of attributed patients in the Practice increases above the count in place as of April 1, 2010, the payments due to the Practice under the terms of this Agreement shall be calculated according to the terms set forth in Appendix E of this Agreement.

VIII. Consumer Engagement

- 1. By the beginning of year 2 of the Pilot, each Carrier will consider providing reimbursement for claims relating to self-management educational services. These services might include self-management of diabetes, delivered through qualified providers in community locations (such as physicians' offices or community centers). These services could be reimbursed through outpatient self-management educational programs to the extent that they are covered benefits under the terms of the plan for which the Carrier serves as claims administrator.
- 2. During the second year of the Pilot, each Carrier agrees to consider implementing innovative programs such as the Asheville Project model in which people with diabetes are paired with retail pharmacists for educational services, or other

programs designed to expand availability of and reduce barriers to self-management educational services, particularly in under-served urban and rural areas;

3. The parties to this Agreement will make reasonable efforts to work together with grant-making organizations, area employers, and other organizations, and use best efforts to find funding sources for a pilot to implement a community-based program to provide self-management support services in forums that have been evaluated as being effective at improving the consumer's ability to manage his/her chronic illness.

IX. Miscellaneous Provisions

1. This Agreement shall be governed by and construed according to the laws of State of Maryland.
2. This Agreement may only be amended with the approval of the Parties. No amendment shall be effective unless executed in writing by all Parties.
3. This Agreement may be terminated in whole or in part under the following circumstances:
 - a. Following consultation with other involved Parties, the Commission determines that a Practice no longer complies with the requirements set forth in this Agreement (including participation in the Learning Collaborative Sessions and Outcomes Congress);
 - b. A Carrier no longer has a provider services contract or other reimbursement arrangement with the Practice;
 - c. A Party chooses to end its participation in the Program and provides all other Parties ninety (90) days prior written notice of its intent to withdraw; or
 - d. The term of this Agreement has ended.
4. A Carrier's termination of an individual provider operating within a multi-provider Practice shall not necessitate the termination of the Agreement with that Practice.
5. Upon termination of a Practice's participation in the Program, Carriers providing reimbursement to the Practice shall not be required to pay any fixed or incentive payments for services rendered after the termination date. Carriers shall be responsible for paying the Practice for fixed and incentive payment obligations incurred prior to the termination date.
6. Should a Party seek to terminate the Agreement by providing the ninety (90) days notice, the Commission shall, within the 90-day period, work with the Carrier to establish timeframes for any final Carrier payments due to Practices through the date of termination.

7. The Commission retains the right to suspend or terminate a Practice's continued participation in the Program if the Practice fails to meet the standards set forth in this Agreement or otherwise fails to provide reasonable and necessary services in accordance with professional standards. Such termination shall be effective immediately upon written notice to the Practice.

8. It is the intent of the Parties that this Agreement shall supplement existing agreements between **the Carriers and Practices.** All Parties will seek to implement this Agreement in a manner that is consistent with and supportive of existing contractual arrangements between Practices and Carriers. To the extent that conflicts exist between this Agreement and other contractual arrangements between Carriers and Practices, the Parties agree to make good faith efforts to modify these existing agreements in a manner that supports the goals and objectives of this Agreement.

9. Each of the Parties' performance under the Agreement shall be as an independent contractor, and not as an agent, employee, or representative of any other Party. None of the provisions of the Agreement are intended to create, or to be construed as creating, any agency, partnership, joint venture, or employer-employee relationship between the Parties. No Party shall have the authority to act on behalf of another Party or bind another Party, directly or indirectly.

This Agreement may be signed in counterparts and each signature page shall constitute a binding agreement between and among that signatory and every other signatory to the Agreement.

The term of this Agreement is from _____, 20__ through _____, 20__, as confirmed by the signatures of authorized representatives of each participating Carrier, each participating Practice, and the Maryland Health Care Commission. This Agreement may be renewed for successive one-year terms upon the written consent of all Parties.

ACKNOWLEDGEMENT AND SIGNATURE PAGE

_____ acknowledges that
_____ is duly authorized to and has the requisite

authority to bind it to the terms and conditions set forth in this Participation Agreement for participation in the Maryland Patient Centered Medical Home Program Pilot. The party attests that this Agreement may not be changed from the original version of the Agreement sent from MHCC without the written consent of all Parties.

[NAME OF CARRIER]

BY _____ Witness _____

[TITLE] [TITLE]

Date _____

Date _____

ACKNOWLEDGEMENT AND SIGNATURE PAGE

_____ acknowledges that

_____ is duly authorized to and has the requisite authority to bind it to the terms and conditions set forth in this Participation Agreement for participation in the Maryland Patient Centered Medical Home Program Pilot. The party attests that this Agreement may not be changed from the original version of the Agreement sent from MHCC without the written consent of all Parties.

[NAME OF PRACTICE]

BY _____ Witness _____

[TITLE] [TITLE]

Date _____ Date _____

ACKNOWLEDGEMENT AND SIGNATURE PAGE

The Maryland Health Care Commission acknowledges
that _____

_____ is duly authorized to and has the requisite
authority to bind it to the terms and conditions set forth in this Participation
Agreement. The party attests that this Agreement may not be changed from the original
version of the Agreement sent from MHCC without the written consent of all Parties.

[Maryland Health Care Commission]

BY _____ Witness _____

[TITLE]

[TITLE]

Date _____ Date _____

Appendix A
Maryland Patient Centered Medical Home Program Pilot
Participating Practices

Appendix B

Payment Methodology

Primary care Practices participating in the Maryland PCMH Program Pilot will be eligible for two types of payments as long as all qualifying requirements are met.

1. Fixed Payments beginning in Year 1 consist of semi-annual lump sum payments to be made over the course of the three-year Maryland PCMH Pilot by a Carrier directly to a Practice for:
 - a. Care coordination, which must be used to fund an employed or contracted care manager who will operate in an integrated fashion as a member of the care team with special focus on patients with the highest risk of hospitalization.
 - b. Practice support payments may be applied to any of the following:
 - i. Other staffing: a Practice may use a portion of the funds to supplement its staffing with a hired or contracted full-time or part-time nurse care coordinator, nurse practitioner, physician's assistant, nutritionist, health educator, behavioral health clinician, pharmacist, or any other individual identified by the Practice.
 - ii. Provision of historically non-reimbursed services: a portion of the funds may be used to provide functions that are traditionally not reimbursed but are necessary for effective care planning and management.
 - iii. Other equipment and office space: a portion of the funds may be applied to covering the costs of additional office space and information systems' expenses necessary to operate as a PCMH.
2. Incentive Payments awarded to a Practice from the difference between a Practice's historical medical expenses per patient by payer category and total medical expenses per patient by the same payer category in the current year. The Practice shall be eligible for between 30 to 50 percent of the difference between historical and current total medical expenses per patient depending on the number of quality requirements the Practice has met.
3. A Practice that is selected to participate in the Maryland PCMH Program Pilot will be required to obtain NCQA PPC-PCMH Level 1 '+' or better recognition by December 31, 2011 and NCQA PPC-PCMH Level 2 '+' or better recognition by December 31, 2012.
 - a. To continue to participate in the program, a Practice shall achieve Level 1 recognition, including a passing score on the requirements shown in the column labeled "Level 1+" on Table 1 below, by December 31, 2011 and

Level 2 recognition, including a passing score on the elements set forth in the column labeled “Level 2+” by December 31, 2012.

- b. The estimated maximum values for the Fixed Payment, consisting of Care Management and Practice Support Payments, are shown in Tables 2-4 below. The Fixed Payment will be determined by a Practice’s attainment of a specific level of NCQA PPC-PCMH recognition defined as Level 1+, Level 2+, or Level 3+.

Table 1. Maryland PCMH Program’s NCQA Recognition Requirements

Requirements (all included in NCQA PCMH Review)	Maryland Recognition Level			NCQA Data Match
	Level 1 +	Level 2 +	Level 3 +	
Level 1 NCQA PCMH Recognition	✓			
Level 2 NCQA PCMH Recognition		✓		
Level 3 NCQA PCMH Recognition			✓	
24-7 phone response with clinician for urgent needs	✓	✓	✓	Response of Yes to PPC 1A Factor #8
Registry as part of EHR or as stand-alone	✓	✓	✓	Score of 50% for PPC 2F
Summary of care record for transitions	✓	✓	✓	Response of Yes to PPC 3E Factor #9
Advanced access for appointments	✓	✓	✓	Response of Yes to PPC 1B Factor #2
Care management and coordination by specially trained team members	✓	✓	✓	Response of Yes to PPC 3C Factor #4
Problem list for all patients	✓	✓	✓	Response of Yes to PPC 2D Factor #1
Medication reconciliation every visit	✓	✓	✓	Response of Yes to PPC 2D Factor #3
Pre-visit planning and after-visit follow-up for care management	✓	✓	✓	Response of Yes to PPC 2F Factor #1 Response of Yes to PPC 3C Factor #1 Response to Yes to PPC 3D Factors #1 and #11
EHR with decision support		✓	✓	Score of 100% for PPC 3B
CPOE for all orders, test tracking, and follow-up		✓	✓	Score of 100% for PPC 6A
E-prescribing		✓	✓	Score of 75% for PPC 5A
Self-management support		✓	✓	Score of 50% for PPC 4B
Decision support: drug-drug, drug-allergy, and drug-formulary			✓	Score of 50% for PPC 5B Score of 50% for PPC 5C
Reporting of relevant clinical measures			✓	Score of 100% for PPC 8A

Table 2. Commercial Population - Per Patient per Month (PPPM) Payments			
Physician Practice Size (# of patients)	Level of PCMH Recognition		
	Level 1+	Level 2+	Level 3+
< 10,000	\$4.68	\$5.34	\$6.01
10,000 - 20,000	\$3.90	\$4.45	\$5.01
> 20,000	\$3.51	\$4.01	\$4.51
Note: Level 1+ applies only to the first year of the PCMH pilot. In Years 2 and after, medical homes must achieve Level 2+ or better to receive PPPM payments.			
Table 3. Medicaid Population - Per Patient per Month (PPPM) Payments			
Physician Practice Size (# of patients)	Level of PCMH Recognition		
	Level 1+	Level 2+	Level 3+
< 10,000	\$5.45	\$6.22	\$7.00
10,000 - 20,000	\$4.54	\$5.19	\$5.84
> 20,000	\$4.08	\$4.67	\$5.25
Note: Level 1+ applies only to the first year of the PCMH pilot. In Years 2 and after, medical homes must achieve Level 2+ or better to receive PPPM payments.			
Table 4. Medicare Population - Per Patient per Month (PPPM) Payments			
Physician Practice Size (# of patients)	Level of PCMH Recognition		
	Year 1 of pilot: Level 1+ or higher		
	Year 2 of pilot: Level 2+ or higher		
< 10,000	\$11.54		
10,000 - 20,000	\$9.62		
> 20,000	\$8.66		

4. Procedure for Paying the Fixed Payments

- c. Carriers shall generate a claim containing the local HCPCS code appropriate for a Practice's recognition level as follows:
 - i. NCQA PPC-PCMH Level 1 '+' – G9991;
 - ii. NCQA PPC-PCMH Level 2 '+' – G9992; and
 - iii. NCQA PPC-PCMH Level 3 '+' – G9993.
- d. The claim shall contain the total semi-annual payment for the attributed patients associated with that Practice.
- e. Fixed Payments shall be adjusted annually by the change in the Medicare Economic Index between the current year and the ensuing years.

Changed on December 3, 2010

5. Incentive Payments: Beginning in Year 1 and continuing through Year 3.
 - a. Practices that have met the annual performance criteria specified in Tables 5 and 6 will be qualified to receive the defined percent of any savings generated by the Practice during Years 1, 2, and 3 as shown on Table 7.
 - b. Practices shall report the criteria defined in Table 5 and MHCC will calculate the utilization criteria for each Practice.
 - c. The baseline for measuring changes in utilization for each participating Practice shall be patients attributed to that Practice in the calendar year preceding the start of the Program.
 - d. The savings shall be based on the difference between expected medical costs for the Practice's patient population and the actual total medical care spending per attributed patient, including the cost of the "Fixed Payments," and any existing carrier incentive programs, including an EHR incentive paid as a result of passage of HB 706.
 - e. The total expected medical expenses are defined as the per patient medical expense in the year prior to the start of the Program, adjusted for medical inflation.
 - f. The Commission may adjust the shared savings algorithm to account for outliers and changing case mix in a Practice based on evidence that these factors would present a significant disadvantage to a Carrier or participating Practice.
 - g. In determining shared savings, separate saving calculations shall be constructed for the commercially insured population, the Medicaid population, and the Medicare population, including traditional Medicare (if CMS decides to participate) and Medicare Advantage.
 - h. Should there be no savings as defined herein, the Practice will not be eligible for an Incentive Payment, nor will it be required to repay the Carriers for the Fixed Payments.
6. The medical inflation factor used to adjust expected expenses will be derived by estimating the growth in spending in the Maryland market for the commercially insured, the Medicaid, and Medicare populations.
7. Procedure for Paying the Incentive Payments
 - a. MHCC will notify each participating Carrier of the shared savings achieved for its covered individuals that are attributed to a Practice.
 - b. MHCC may assign Carriers the responsibility of calculating the shared savings using the MHCC's calculation approach.
 - c. The Carrier shall obtain MHCC's approval for making an Incentive Payment to a Practice.

8. MHCC may negotiate with self-insured employers and their representatives on the level of Fixed Payments paid by self-insured employers according to the following conventions:
 - a. Any reduction in the Fixed Payment amount shall be offset by an equivalent increase in the percent of shared savings awarded to the plan.
 - b. The self-insured employer, or its agent, can provide a method to Practices for differentiating patients insured by self-insured employers and other forms of coverage.
9. For purposes of this Agreement, Month 1 begins on April 1, 2011.

Table 5 Quality Measurement Criteria				
Group One Criteria - Must meet at least 30% of the criteria*				
NQF Measure	Developer	Recommended Measure Title	Reported by Pediatric Practices	Reported by Adult Practices
0001	AMA	Asthma Assessment	YES	YES
0002	NCQA	Appropriate Testing for Children with Pharyngitis	YES	
0013	AMA	Core: Hypertension: Blood Pressure Measurement		YES
0018	NCQA	Controlling High Blood Pressure		YES
0024	NCQA	Alternate Core: Weight Assessment and Counseling for Children and Adolescents	YES	
0028a	AMA	Core: Preventive Care and Screening Measure Pair: a. Tobacco Use Assessment		YES
0028b	AMA	Core: Preventive Care and Screening Measure Pair: b. Tobacco Cessation Intervention		YES
0034	NCQA	Colorectal Cancer Screening		YES
0036	NCQA	Use of Appropriate Medications for Asthma	YES	
0038	NCQA	Alternate Core: Childhood immunization Status	YES	
0041	AMA	Alternate Core: Preventive Care and Screening: Influenza Immunization for Patients ≥ 50 Years Old		YES
0043	NCQA	Pneumonia Vaccination Status for Older Adults		YES
0047	AMA	Asthma Pharmacologic Therapy	YES	YES
0059	NCQA	Diabetes: HbA1c Poor Control		YES
0061	NCQA	Diabetes: Blood Pressure Management		YES
0067	AMA	Coronary Artery Disease (CAD): Oral Antiplatelet Therapy Prescribed for Patients with CAD		YES
0075	NCQA	Ischemic Vascular Disease (IVD): Complete Lipid Panel and LDL Control		YES
0081	AMA	Heart Failure (HF): Angiotensin-Converting Enzyme (ACE) Inhibitor or Angiotensin Receptor Blocker (ARB) Therapy for Left Ventricular Systolic Dysfunction (LVSD)		YES
0105	NCQA	Anti-depressant medication management: (a) Effective Acute Phase Treatment, (b) Effective Continuation Phase Treatment		YES
0421	QIP	Core: Adult Weight Screening and Follow-Up		YES
0575	NCQA	Diabetes: HbA1c Control (<8%)		YES

***NOTE: Peach shaded rows are the CMS EHR Meaningful Use Core or Alternate Core measures. Non-shaded rows are additional recommended measures to be included in the Maryland PCMH Program Pilot.**

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Table 6 Reductions in Utilization			
Group Two Criteria (Adults must meet 2 of 4, Pediatrics must meet 1 of 2)			
	Measures will be generated from the All Payer Claims Data Base	Analyzed for Pediatric Practices	Analyzed for Adult Practices
Year 1	n/a	No standard	No standard
Year 2	2-percentage point reduction from the baseline in the 30-day readmission rate (members of participating Carriers only)	n/a	YES
	2-percentage point reduction from the baseline in the Ambulatory Care Sensitive Condition (ACSC) hospitalization rate (members of participating Carriers only)	n/a	YES
	2-percentage point increase from the baseline in total primary care Practice visits (members of participating Carriers only)	YES	YES
	2% decrease from the baseline in emergency room visits per 1000 (members of participating Carriers only)	YES	YES
Year 3	3-percentage point reduction from the baseline in the 30-day readmission rate (members of participating Carriers only)	n/a	YES
	3-percentage point reduction from the baseline in the Ambulatory Care Sensitive Condition (ACSC) hospitalization rate (members of participating Carriers only)	n/a	YES
	3-percentage point increase from the baseline in total primary care Practice visits (members of participating Carriers only)	YES	YES
	4% decrease from the baseline in emergency room visits per 1000 (members of participating Carriers only)	YES	YES

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Table 7					
Shared Savings Available based on the Attainment of Group One and Group Two Criteria*					
		Group One Criteria		Group Two Criteria	
Year 1		Pediatric Practices	Adult Care Practices	Pediatric Practices	Adult Care Practices
50 % share of savings		Report on 5 measures.	Report on 18 measures.	n/a	n/a
40 % share of savings		Report on 4 measures.	Report on 15 measures.	n/a	n/a
30 % share of savings		Report on 3 measures.	Report on 12 measures.	n/a	n/a
Year 2					
50 % share of savings		Report on 5 measures.	Report on 18 measures.	Meet thresholds on 2 measures.	Meet thresholds on 4 of 4 measures.
40 % share of savings		Report on 4 measures.	Report on 15 measures.	Meet thresholds on 1 of 2 measures.	Meet thresholds on 3 of 4 measures.
30 % share of savings		Report on 3 measures.	Report on 12 measures.	n/a	Meet thresholds on 3 of 4 measures.
Year 3					
50 % share of savings		Meet thresholds for the 5 measures.	Meet thresholds for the 18 measures.	Meet thresholds on 2 measures.	Meet thresholds on 4 of 4 measures.
40 % share of savings		Meet thresholds for 4 measures.	Meet thresholds for 15 measures.	Meet thresholds on 1 of 2 measures.	Meet thresholds on 3 of 4 measures.
30 % share of savings		Meet thresholds on 3 measures.	Meet thresholds on 12 measures.	n/a	Meet thresholds on 3 of 4 measures.

***Note: Requirements for Group One and Group Two Criteria are set out in Tables 5 and 6 herein.**

Appendix C

Care Manager Roles and Responsibilities

For a specific, identified population of patients, the Care Manager is expected to fulfill the following functions:

1. Population Management:
 - a. In conjunction with the Practice team, identify patients at risk for poor outcomes, those in transition from hospital to home or from skilled nursing home to home, and those experiencing poor coordination of services who would benefit from more intensive follow-up.
 - b. Provide proactive outreach, including telephonic and face-to-face encounters in the home or clinical setting.
 - c. Identify patients in need of disease management intervention.
 - d. Prioritize patient follow-up based on care management assessment and risk stratification.
2. Care Review and Planning:
 - a. Complete a structured assessment of medical, biopsychosocial support and self-management support needs.
 - b. Work collaboratively with the primary care provider and other Practice staff to develop an individualized plan of care that identifies goals and targeted interventions for all patients in care management.
3. Care Coordination:
 - a. Provide transition of care management and act as liaison to hospital, long-term care, specialty, home health services and other community-based services for high-risk care managed patients.
 - b. Maintain ongoing appropriate documentation on care coordination to promote Practice team awareness and ensure patient safety and follow through on care plan.
 - c. Assist patients in problem-solving potential issues related to the health care system, financial, and psychological barriers.
 - d. Function as the system navigator and point-of-contact for high-risk patients and family, with the patient and family having direct access for asking questions and raising concerns.
 - e. Ensure open communication regarding patient interactions with physicians and office staff.
 - f. Help patients with problems in arranging referrals, screenings, and test procedures.
 - g. Screen and refer as appropriate for depression and other psychological treatments.

- h. Assume an advocacy role on the patient's behalf with the Carrier to coordinate benefit management for appropriate supplies and services for the patient in a timely fashion.
- i. Identify and utilize cultural and community resources; establish and maintain relationships with identified service providers.

4. Follow Up:

- a. Provide medication management, including medication reconciliation and making recommendations to primary care providers for medication changes based on evidence-based protocols.
- b. Collaborate with primary care providers to establish and update a shared care plan.
- c. Provide support for improving health behaviors and self-management skills - Goal Setting, Action Planning, and Problem Solving.
- d. Provide more intensive follow-up during care transitions and other high-risk periods.
- e. Provide information and education regarding screenings and diagnostic test results.

5. System Development:

- a. Care Managers play an important role in supporting quality improvement for chronic care, such as participating in and supporting planned individual and group visits, and development of new forms and procedures.
- b. Care Managers play a key role in providing clinical and self-management support training to non-RN and other Practice staff, as needed.

Appendix D
Framework for Care Manager Reporting of
Time Spent on Care Management Responsibilities

Practices will be required to report semiannually to the MHCC in Years 2 and 3 of the Pilot on the distribution of Care Manager time. Practices and Care Managers may track time in the manner of their preference, e.g., utilizing case management software, or manual tracking.

Practices must report the following information to MHCC:

1. Number of Patient Contacts:
 - a. The number of patients with whom the Care Manager worked during the prior six months.
 - b. Activity Categories:
 - i. Patient encounters:
 1. Type: face-to-face (office or home), telephone, or e-mail
 2. Content: assessment, self-management education and support, monitoring, and/or care coordination.
 - ii. Caregiver support
 - iii. Primary Care Practice (PCP) team-Care Manager (CM) interactions:
 1. Practice location;
 2. Telephone;
 3. E-mail;
 4. Other.
2. Care arrangements or coordination outside of patient encounters:
 - a. Other clinicians;
 - b. Hospital or SNF;
 - c. Other service or resource providers;
 - d. Other community agencies.
3. Population management (registry and other related activities) :
 - a. Registry review and analysis;
 - b. Risk stratification or patient identification ;
 - c. Visit or other encounter planning;
4. Participation in educational activities:
 - a. Learning Collaborative sessions;
 - b. Training from other independent care management organizations.

Appendix E
Policy Concerning Practice Changes in the Maryland PCMH Program

1. Primary Care Practices participating in the Maryland PCMH Program may experience changes in Practice composition or ownership during the course of the three-year Pilot period. Potential changes could include the following:
 - a. Practice is acquired by another practice;
 - b. Practice merges with another practice;
 - c. Practice acquires another Practice;
 - d. One or more clinicians leave the Practice to start their own Practice or to join another Practice; and
 - e. One or more clinicians leave or join the Practice.
2. Practices shall inform MHCC in the event any of the above changes, or any other substantive changes in Practice ownership or composition, within thirty days of the substantive change.
3. If a PCMH Pilot Practice is acquired by another Practice, the original Practice site may continue to participate in the Pilot so long as the acquiring Practice:
 - a. Signs a new Participation Agreement, and
 - b. Maintains contracts with one or more Pilot-participating Carriers.
 - c. Additional sites owned by the acquiring Practice may not join the Pilot during the three year Pilot period. Sites owned by the acquiring Practice that are participating in the Pilot at the time of acquisition may continue in the Pilot.
4. If a PCMH Pilot Practice merges with another Practice, the original Pilot-participating Practice site may continue to participate in the Pilot so long as the merged Practice:
 - a. Signs a new Participation Agreement, and
 - b. Maintains contracts with one or more Pilot-participating Carriers.
 - c. Additional sites owned by the merged entity may not join the Pilot during the three year Pilot period.
 - d. Sites owned by the second merging Practice that are participating in the Pilot at the time of the merger may continue in the Pilot.
5. If a PCMH Pilot Practice acquires another Practice, its participation in the Pilot will remain unchanged. Additional acquired sites may not join the Pilot.

6. If clinicians leave the Practice to start their own Practice or to join another Practice, the departing clinicians forfeit their opportunity to participate in the Pilot.
7. If clinicians join the PCMH Pilot Practice, the added clinicians may participate in the Pilot so long as the Practice:
 - a. Conforms with NCQA requirements regarding adding clinicians to a PPC-PCMH recognized practice;
 - b. Submits an orientation plan to MHCC for training the new clinician(s) on the PCMH Model of advanced primary care. In the event that it disapproves of the Practice's orientation plan, MHCC will have 10 working days to so notify the participating Practice.
 - c. The new clinician, at the discretion of the Practice, may participate in any transformation program component of the Learning Collaborative offered by the State that is part of the Pilot.
 - d. A new clinician must provide a letter of confirmation to MHCC within 6 months of joining the participating Practice that the components of the PCMH orientation plan submitted by the Practice has been provided to him/her.

Appendix F

Attribution Rules for the Maryland PCMH Pilot

The algorithm will be executed at the start of the program and in 6 month intervals throughout the pilot.

The basic requirements for each Carrier are as follows:

1. At the start of the initiative, each carrier provides 24 months of retrospective professional claims for currently living individuals with a Maryland ZIP code (should be taken from the ZIP on the enrollment file).
2. Extraction rules
 - a. The extract of professional services claims should be limited to line items containing the following CPTs.
 - i. Office Visit E&M New & Established (99201 – 99205; 99211 – 99215)
 - ii. Office Visit Preventive New & Established (99381 – 99387; 99391 – 99397)
 - iii. Office Consult (99241 – 99245).
 - b. The professional services should be limited to those in which the rendering provider has a specialty of:
 - i. General Practice,
 - ii. Family Medicine,
 - iii. Internal Medicine,
 - iv. Pediatrics, and
 - v. Nurse Practitioner-led practices in primary care.
3. The extracted claims supplied by each commercial and public carrier will contain a unique one-way encrypted identifier assigned by that carrier using software provided by MHCC. The software supplied to each carrier by MHCC is hardware-independent and can be installed on Windows, Solaris, and IBM-based hardware. Using the patient's Social Security number, birth date, and gender, the algorithm generates a unique identifier that will be common across multiple carriers' claim files.
4. The extracted claim file from each carrier is combined with other claim files and the attribution logic is applied.
5. Logic for attributing patients to practices using a 2-step, 24-month look-back.
 - a. Attribution for the most recent 12 months:
 - i. Count the number of visits for the E & M codes and sum by encrypted patient identifier and billing NPI (sort by member, # of visits).

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- ii. Each encrypted ID that has claims will be assigned to the PCP practice (billing NPI) with the most visits.
 - iii. If there is a tie for the number of visits (to multiple PCPs), assignment is to the PCP with the most recent visit.
 - b. If no attribution can be done, then use prior 12 months (no PCP visit),
 - i. Count the number of visits for the E & M codes and sum by encrypted patient identifier and billing NPI (sort by member, # of visits) for the prior 12 months.
 - ii. Each encrypted ID that has claims will be assigned to the PCP practice (billing NPI) with the most visits.
 - iii. If there is a tie for the number of visits (to multiple PCPs), assignment is to the PCP with the most recent visit.
- 6. NPIs for practices in the Maryland PCMH Program are a subset from the universe of PCPs included in the claim files. Each Practice is provided a count of the total number of patients attributed by the participating carrier. The list of encrypted patient identifiers attributed to each Practice is returned to the respective carrier.
- 7. The carrier is responsible for making fixed payments directly to each Practice for the total number of patients attributed to each Practice.
- 8. The attribution process is repeated every 6 months. Each carrier submits an additional set of claims for the most recent 6 months using the selection criteria defined in steps 1-4 above. The new subset is combined with the claims for the recent 18 months and the attribution process is repeated.